

Amendments to the Claims:

This listing of claims will replace all prior versions, and listings, of claims in the application.

Listing of Claims:

1. (Previously Presented) A method to manage information, comprising:
 - receiving a first request for caller information at a web server during a call session initiated in response to a telephone call from a caller;
 - retrieving call information associated with said call session at said web server;
 - retrieving said caller information at said web server directly from a caller database using said call information, said caller information comprising an interactive voice response script or a web page template associated with said caller;
 - retrieving call context information from a computer-telephony integration server that has registered said telephone call;
 - generating a dynamic web page at said web server from a plurality of web page templates using said caller information and said call context information, said plurality of web page templates selected at said web server by a selection module; and
 - sending said web page in response to said first request.
2. (Original) The method of claim 1, wherein said retrieving said call information comprises:
 - retrieving a first identifier from said first request;
 - sending a second request to a call database using said first identifier; and
 - receiving said call information in response to said second request.
3. (Original) The method of claim 2, wherein said first identifier identifies a telephone line used for said call session.

4. (Previously Presented) The method of claim 1, wherein said retrieving said caller information comprises:

- retrieving a first identifier from said first request;
- sending a second request to a call database using said first identifier;
- receiving a second identifier in response to said second request;
- sending a third request to said caller database using said second identifier; and
- receiving said caller information in response to said third request.

5. (Original) The method of claim 4, wherein said first identifier represents a telephone line, and said second identifier represents information provided by a caller and stored in said call database.

6. (Previously Presented) The method of claim 1, wherein said retrieving said caller information comprises:

- retrieving a second identifier from said first request;
- sending a third request to said caller database using said second identifier; and
- receiving said caller information in response to said third request.

7. (Original) The method of claim 6, wherein said second identifier comprises information provided by a caller.

8. (Original) The method of claim 6, wherein said second identifier comprises an account number and personal identification number provided by a caller.

9. (Original) The method of claim 1, wherein said dynamic web page is a script for an interactive voice response system.

10. (Previously Presented) The method of claim 1, further comprising:

- receiving said telephone call to initiate said call session;
- registering said telephone call with a call database;

- receiving a request from said caller for said caller information; and
sending said first request to said web server for said caller information.
11. (Original) The method of claim 10, further comprising:
receiving said web page in response to said first request; and
providing said information to said caller in audible form.
12. (Previously Presented) The method of claim 10, wherein said registering comprises:
receiving said call information associated with said telephone call; and
storing said call information in a call database.
13. (Original) The method of claim 2, further comprising:
receiving said second request;
retrieving said call information from said call database using said first identifier;
and
sending said call information in response to said second request.
14. (Original) The method of claim 4, further comprising:
receiving said third request;
retrieving said caller information from said caller database using said second identifier; and
sending said caller information in response to said third request.
15. (Original) The method of claim 6, further comprising:
receiving said third request;
retrieving said caller information from said caller database using said second identifier; and
sending said caller information in response to said third request.

16. (Previously Presented) An apparatus, comprising:
- a communications web services interface to receive a first request for caller information during a call session initiated in response to a telephone call from a caller and retrieve call information associated with said call session; and
 - a web page generator to retrieve said caller information comprising an interactive voice response script or a web page template associated with said caller directly from a caller database using said call information, retrieve call context information from a computer-telephony integration server that has registered said telephone call, generate a web page from a plurality of web page templates using said caller information and said call context information, said plurality of web page templates selected at said web page generator by a selection module, and send said web page in response to said first request.
17. (Previously Presented) The apparatus of claim 16, wherein said communications web services interface comprises:
- a call information interface to retrieve said call information associated with said call session; and
 - a caller information interface to retrieve said caller information associated with a caller for said call session.
18. (Original) The apparatus of claim 16, wherein said web page generator comprises:
- a plurality of templates to generate web pages;
 - a selection module to select a template for said web page; and
 - a creation module to build said web page using said template and said information.
19. (Previously Presented) A system, comprising:
- an antenna;

a communications web services interface to receive a first request for caller information during a call session initiated in response to a telephone call from a caller, retrieve call information associated with said call session over said antenna; and

a web page generator to retrieve said caller information comprising an interactive voice response script or a web page template associated with said caller directly from a caller database using said call information, and retrieve call context information from a computer-telephony integration server that has registered said telephone call, generate a web page from a plurality of web page templates using said caller information and said call context information, said plurality of web page templates selected at said web page generator by a selection module, and send said web page in response to said first request.

20. (Previously Presented) The system of claim 19, further comprising:

a media server to reproduce said web page to a caller in an audible form;
a telephone system to create said call session between said caller and media server;

a call database to store said call information for said call session;
said caller database to store said caller information for said caller; and
wherein said communications web services interface retrieves said information from said call database and said caller database during said call session, and sends said information to said web page generator to generate said web page.

21. (Original) The system of claim 20, wherein said media server comprises an interactive voice response system.

22. (Original) The system of claim 20, wherein said telephone system comprises one of a private branch exchange, centrex system, automatic call distribution system, and voice over packet system.

23. (Previously Presented) A computer-readable storage medium including stored computer program instructions that, when executed by a computer, result in the computer managing information by:

- receiving a first request for caller information at a web server during a call session initiated in response to a telephone call from a caller;

- retrieving call information associated with said call session at said web server;

- retrieving said caller information at said web server directly from a caller database using said call information, said caller information comprising an interactive voice response script or a web page template associated with said caller;

- retrieving call context information from a computer-telephony integration server that has registered said telephone call;

- generating a dynamic web page at said web server from a plurality of web page templates using said caller information and said call context information, said plurality of web page templates selected at said web server by a selection module; and

- sending said web page in response to said first request.

24. (Previously Presented) The computer-readable storage medium of claim 23, wherein the stored computer program instructions, when executed by a computer, further result in said retrieving said call information by retrieving a first identifier from said first request, sending a second request to a call database using said first identifier, and receiving said call information in response to said second request.

25. (Previously Presented) The computer-readable storage medium of claim 23, wherein the stored computer program instructions, when executed by a computer, further result in said retrieving said caller information by retrieving a first identifier from said first request, sending a second request to a call database using said first identifier, receiving a second identifier in response to said second request, sending a third request to said caller database using said second identifier, and receiving said caller information in response to said third request.

26. (Previously Presented) The computer-readable storage medium of claim 23, wherein the stored computer program instructions, when executed by a computer, further result in said retrieving said caller information by retrieving a second identifier from said first request, sending a second request to said caller database using said second identifier, and receiving said caller information in response to said second request.